

## Administrative Team Standard Operating Procedures

**Job Title:** Office Technician

**Job Summary:** This position's duties are divided into two main areas. The Office Tech is the Motor Pool Coordinator for the Ogden Motor Pool and is an assistant to the Application Administrator Of Fleet Operations. In addition the Office Tech may perform some print service duties because of the resources available in the building.

### Tasks and Responsibilities – Daily (D), Weekly (W), Monthly (M), Yearly (Y), and as Needed (AN)

- **Motor Pool Reservations.** This responsibility includes: setting up new customers to rent vehicles, making reservations in the FleetAnywhere system, prepping vehicles for service, processing MP-98's forms and other paperwork related to vehicle rentals, finding keys/gascards fuel cards to match to vehicles with pre-inspected MP-98's, and providing friendly and courteous customer service to State employees that come to the Ogden Motor Pool Office to pick up vehicles.

Once the customer picks up the keys/gascard the Office Tech must dispatch vehicles in the FleetAnywhere system, insure that keys, gascard, and mileage data are returned with the customer when they comeback with the vehicle, print and hand the customer their return ticket (or e-mail them a copy if the keys are dropped off), and "return the vehicle" rented by entering the appropriate data in FleetAnywhere fields. In addition, the Office Tech must respond to "walk-in" customers that come into Ogden Motor Pool location wanting to immediately take a vehicle. To prepare for "walk-ins" all returned vehicles not reserved for future reservations should be prepped for service in order to meet unexpected requests for vehicles.

It is the responsibility of the Office Tech to obtain accurate billing, operator, and vehicle information relating to motor pool vehicle rentals from the Ogden Pool location. It is also the responsibility of the Office Tech to insure that all drivers of State vehicles from the Ogden Motor Pool have a valid Drivers License. (D)

- **Coordinate the cleaning, repairs (including accident repairs), preventative maintenance, and annual State and I/M's for all vehicles in DFO managed motor pool locations.** All pool vehicles taken to a vendor need to be entered in FleetAnywhere under a "shop reservation." It is the responsibility of the Office Tech to oversee how the vehicles are transported to the repair location. A three-day shop turnaround is the acceptable time period for most shop reservations. The Office Tech should follow-up daily on shop reservations that extend beyond the three-day turnaround goal to push vendors to complete the needed work in the most timely way possible. (D)
- **Delete files in FleetAnywhere.** When directed by the Application Administrator the Accounting Tech deletes reservations, equipment, work orders, and accidents. (See the attached FleetAnywhere deleting instructions). (AN)
- **Print and collate all training support materials and training manuals.** (AN)
- **Assist the Application Administrator as directed.** The Office Tech is assigned various projects by the Application Administrator depending on the time of the year and the current priorities designated by Division Management. Any questions about assigned projects and deadlines for completion should be directed to the Application Administrator. (AN)

**Important processes I am responsible for or part of?**

- Assisting the Application Administrator with FleetAnywhere security

#### **Miscellaneous information to be used as a reference to complete the tasks or processes listed above**

- Andy is working on gathering information and will add reference sheet of miscellaneous information the next time this SOP is updated.

#### **Quality control reports I run: Daily (D), Weekly (W), Monthly (M), and Yearly (Y)**

- Duplicate Name Entry Report. (See the attached flowchart)
- Current Drivers License Report. (See the attached flowchart)

#### **Person(s) that back me up when I am on vacation or sick**

- Andy always makes arrangements with the people that need to rent vehicle before he leaves. If Andy has to be out of the office unexpectedly Paul Ferguson will back Andy up.